

Quarterly Report



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1st. Quarter 2003, Report No. 35

January-March 2003

California Partnership for Long-Term Care

www.dhs.ca.gov/cpltc

Participating Insurers

- Bankers Life and Casualty Company
- California Public Employees' Retirement System (PERS)
- Continental Casualty Company
- GE Capital Assurance (formerly AMEX)
- John Hancock
- New York Life Insurance Company
- Transamerica Occidental Life Insurance Company

	<u>This Quarter</u>	<u>To Date</u>
Applications Received:	4,498	61,954
Applications Denied:	558	11,192

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Applications Pending & Withdrawn:	0	0
Policies Purchased:	3,940	50,762
Policies Dropped (voluntarily & for unknown reasons):	295	4,547
Policies Not Taken Up: (dropped within 30 days of purchase)	184	2,232

I. Quarterly and Cumulative Statistics

<u>Telephone Calls:</u>	<u>This Quarter</u>	<u>Cumulative</u>
Number of Consumers Who Called Toll-Free	324	24,817 (CARE445)

Total Policies In Force (Active):	3,461	43,947
Number of Policyholders Who Received Service Payments:	199	512*

*A typographical error misrepresented this figure as 594 in the previous Quarterly Report. The correct figure should have been 468.

I. Quarterly and Cumulative Statistics

<u>Age:</u>	<u>This Quarter</u>	<u>Cumulative</u>
Median	59	62
Target Age (55-74)	2,423 (70%)	31,728 (72%)
Other Ages	1,038 (30%)	12,219 (28%)

Gender:

Male	1,488 (43%)	17,846 (41%)
Female	1,973 (57%)	26,101 (59%)

Marital Status:

Married	2,524 (73%)	30,041 (68%)
Not Married	934 (27%)	13,731 (32%)
Unknown	3 (<1%)	175 (<1%)

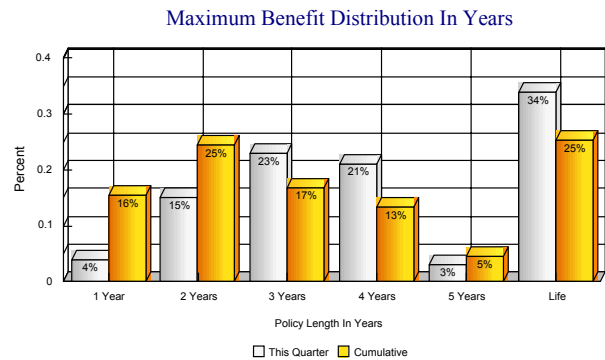
Policy Type:

Comprehensive	3,392 (98%)	40,830 (93%)
Nursing Home	69 (2%)	3,117 (7%)

Purchase Type:

First Time Purchase	3,357 (97%)	41,062 (93%)
Upgrade	35 (1%)	760 (2%)
Replacement	69 (2%)	2,117 (5%)
Reinstatement	0 (0%)	8 (<1%)
Totals for each category above	3,461 (100%)	43,947 (100%)

II. Maximum Benefit Amounts Distribution



Maximum Benefit (In years):

	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	Life	All
This Qtr. # Policies	138	519	796	727	104	1,177	3,461
This Qtr. %	4%	15%	23%	21%	3%	34%	100%
Cumulative # Policies	6,825	10,803	7,351	5,886	1,983	11,099	43,947
Cumulative %	16%	25%	17%	13%	4%	25%	100%

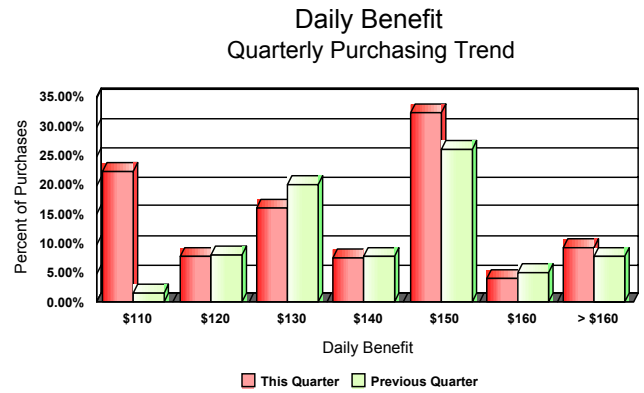
Characteristics By Maximum Benefit In Years (This Quarter)

Characteristic:

	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	Life	All
Married	58%	66%	74%	78%	69%	75%	73%
Female	61%	55%	56%	56%	60%	60%	57%
Avg. Age	69	64	62	60	61	56	59
Target Ages	61%	75%	80%	76%	85%	55%	70%
New Purchase	92%	96%	97%	97%	99%	97%	97%
Comprehensive Policy	88%	95%	98%	100%	95%	99%	98%

III. Daily Benefit Distribution

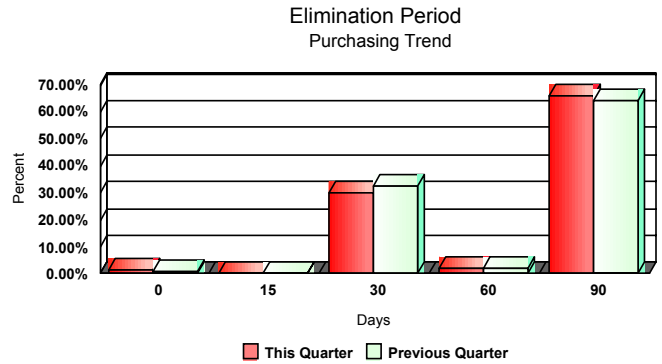
Daily Benefit	This Quarter	Previous Quarter
\$110	774 (22.37%)	(1.71%)
\$120	271 (7.83%)	(8.03%)
\$130	562 (16.25%)	(20.20%)
\$140	268 (7.74%)	(7.96%)
\$150	1,119 (32.32%)	(26.05%)
\$160	142 (4.10%)	(5.07%)
More than \$160	325 (9.39%)	(7.87%)



IV. Elimination Period Distribution

(at time of purchase)

Days	This Quarter	Previous Quarter
0	1.34%	1.02%
15	0.47%	0.26%
30	30.02%	32.64%
60	2.18%	1.98%
90	66.00%	64.10%



V. Age of Policyholders

(at time of purchase)

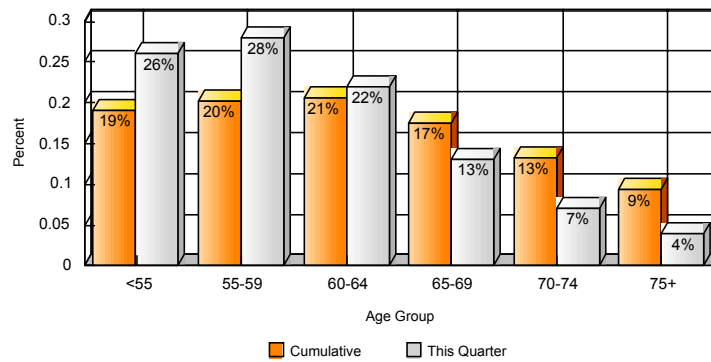
Age Group:

	<55	55-59	60-64	65-69	70-74	75+	Total
This Qtr. # Policies	900	969	762	450	242	138	3,461
This Qtr. %	26%	28%	22%	13%	7%	4%	100%
Cumulative # Policies	8,358	8,914	9,048	7,685	5,848	4,094	43,947
Cumulative %	19%	20%	21%	18%	13%	9%	100%

NOTE: At times, the plotted percentages may not appear to agree with the table above due to rounding.

Policyholders Age Distribution

By Age Group

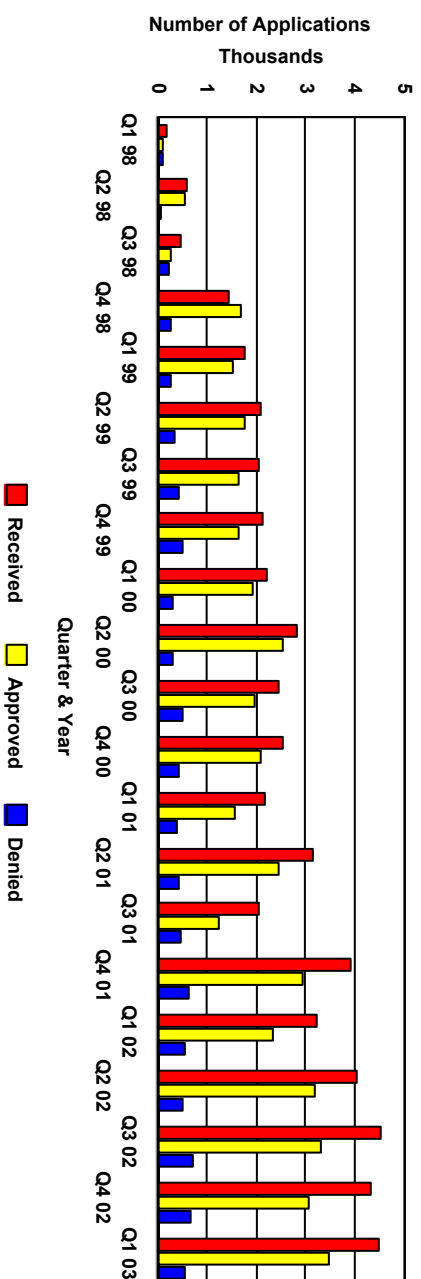


VI. Trends

Quarter	1998				1999				2000				2001				2002				2003				
	1994	1995	1996	1997	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1				
Received	402	2,979	4,598	2,182	191	600	477	1,440	1,779	2,107	2,073	2,151	2,205	2,841	2,473	2,528	2,179	3,141	2,035	3,907	3,218	4,063	4,548	4,317	4,498
Approved	237	2,123	3,095	1,366	115	537	262	1,692	1,520	1,763	1,655	1,654	1,908	2,547	1,978	2,087	1,561	2,452	1,224	2,942	2,351	3,174	3,330	3,066	3,461
Denied	60	713	1,039	809	84	63	215	269	259	344	418	497	287	294	495	441	387	437	473	645	529	497	693	686	558

NOTE: A correction has been made in the Received and Approved rows of this table for the quarters 1 through 3 of the year 2001. During the 4th. quarter of 2001, we switched from a Cumulative data presentation to a Quarterly data presentation. It was during this conversion that the wrong figures were entered onto this table. The errors affected this table and resulting graph ONLY.

Trend In Applications Received, Approved, Denied By Quarter



Redesigned policies available as of the 4th. quarter of 1998

VII. Policyholders and Asset Protection Earned

	<u>This Quarter</u>	<u>Cumulative</u>
Number of policyholders to date, who have qualified to receive benefit payments	6	708
Total asset protection earned by all policyholders who received benefits	\$1,276,525	\$11,571,927
Number of policyholders currently in benefit/payments made	199	N/A
Number of Policyholders that have exhausted benefits	10	53
Total asset protection earned to date by policyholders that have exhausted benefits	\$454,086	\$2,687,720
Number of policyholders that died while in benefit	5	197
Total remaining asset protection that will NOT be accessed due to policyholders demise while in benefit.	\$167,888	\$9,103,502
Number of policyholders who have exhausted their policy benefits and accessed Medicaid as of 3/31/2003	2	12
Asset protection earned by policyholders who have exhausted their policy benefits and accessed Medicaid as of 3/31/2003	N/A	\$660,772

NOTE: Data is audited on an ongoing basis. For this reason, some cumulative figures may show adjustments made during the current quarter , that on the surface may not appear to consolidate with the previous quarter cumulative figures.

VIII. Service Utilization

Type of Service (Other Than Care Management)	This Quarter, % of All Services Rendered to Policyholders In- Benefit (199) by Type of Service	Cumulative % of All Services Ren- dered to All Policyholders (708) by Type of Service
Skilled Nursing Facility	8%	10%
Assisted Living Facility/RCF	26%	23%
Other Alternative Housing	3%	2%
Home Health Aide Services	14%	14%
Homemaker (non-personal care)	1%	<1%
Attendant Care	8%	15%
Personal Care	20%	19%
Chore Services	4%	<1%
Care Planning (benefit cost)	4%	<1%
Equipment and Supplies	1%	<1%

NOTE: services amounting to less than 1% usage during the quarter are excluded. Therefore, the percentages total may not equal 100%.

Type of Care Management Service (Administrative Costs)	This Quarter, % of All Services Rendered to Policyholders In- Benefit (199) by Type of Service	Cumulative % of All Services Ren- dered to All Policyholders (708) by Type of Service
Assessment & Care Planning	9%	7%
Assessment Only	7%	10%
Care Planning Only	6%	9%
Coordination	1%	4%
Monitoring Only	55%	53%
Reassessment Only	21%	16%

NOTE: Care Management Services (reported as administrative costs) amounting to less than 1% are excluded. Therefore, the percentages total may not equal 100%.

The California Partnership for Long-Term Care 1st. Quarter of 2003 Quarterly Report



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